GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

Finance Department – Retirement Benefits Processing System (RBPS) – Streamlined & integrated online delivery of retirement benefits on NIDHI – Orders – Issued.

FINANCE (HR-III-PENSION & GPF) DEPARTMENT

G.O.Ms.No.10   **Dated: 14.02.2026**

Read the following:

1. G.O.Ms.No.431, Fin & Plg (Fin Wing. Pension I) Department, dated 5-10-1976.
2. G.O.Ms.No.102, Fin & Plg (Fin Wing.PSC.IV) Department, dated 01-06-1979.
3. G.O.Ms.No.356, Fin & Plg (FW-PSC) Department, dated 28-11-1989.
4. G.O.Ms.No.263, Fin & Plg (Fin Wing. SC) Department, dated 23-11-1998.
5. G.O.Ms.No.97, Finance (PSC) Department, dated 07-05-2014.
6. G.O.Ms.No.111, Fin & Plg (HRM.VI) Department, dated 30-9-2015.
7. G.O. Ms.No.19, Finance (Admn-III DI, DSA) Department, dated: 16-02-2024.

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ORDER

The Government of Andhra Pradesh (GoAP) provides multiple benefits to the eligible Government employees, upon their retirement, as a measure for ensuring economic security of the employees and their dependents. Amongst the benefits, pension i.e. retirement income given by the employer to the employee for the service rendered, is the most significant.

2. A detailed study of the processes pertaining to sanction & disbursement of the retirement benefits has revealed occurrence of significant delays & avoidable hardships to the retired/ retiring Government employees due to the current manual & cumbersome procedures & the complexities involved in the initiation, processing, sanction, authorization & disbursement of the retirement benefits. The applications for availing retirement benefits & the associated forms, being voluminous & excessively exhaustive, coupled with multiplicity of stakeholders involved, make the entire process tedious and time consuming.

3. The study further revealed that the resolution of the aforementioned issues requires comprehensive redressal of the legacy issues involved, elimination of redundant processes, seamless integration with employee pay bill processing system, usage of

the latest digital technologies, and integration among all the major stakeholders namely the employees, processing authorities, sanctioning authorities, authorizing authorities including the Accountant General (AG) of Andhra Pradesh and disbursing authorities.

4. In view of the above, it was decided to streamline and digitalize the processes for online delivery of retirement benefits on NIDHI (e-services platform of GoAP Finance Department). This measure is envisaged to ensure accurate, timely, transparent & secure delivery of retirement benefits to Government employees on a real-time basis, by eliminating delays in processing of applications and providing required visibility & accountability with pre-defined timelines.

5. It was further observed that employees' service details, as per the Service Register, are not being verified on time, leading to all service particulars being checked only at the time of retirement. This has been observed to be causing inordinate delays in processing pension applications. Therefore, these orders envisage to address this issue through Pre Retirement Service Verification (PRSV), which mandates verification of the service particulars 2 years prior to the date of retirement. This makes it easier to verify the remaining 2 years' service particulars at the time of retirement and eliminates process delays.

6. The Government, after careful examination, hereby order for implementation of the Retirement Benefits Processing System (RBPS) on NIDHI, as detailed below. It is further ordered that the instructions issued vide the references read above shall stand superseded to the extent where such instructions are contrary to those provided herein in these orders.

A) OBJECTIVE

The objective of the RBPS is to ensure that all retirement benefits are sanctioned to the retiring Government employee on/before the dates on which they are due, through seamless processing of the Common Application Form (CAF) online on NIDHI.

B) APPLICABILITY

1) Applicable to all Government employees who are governed by the Andhra Pradesh Revised Pension Rules, 1980 as amended by the Government from time to time.

2) These orders shall not apply to the persons appointed on full time/part time contingent basis or on nominal muster rolls/daily wages/consolidated pay or on full time/part time contract basis or on outsourcing basis, without regard to the fact whether such appointments are made against substantive vacancies or not, & irrespective of whether their pay & allowances are drawn from the Consolidated Fund of the State or not.

C) SCOPE

The online system encompasses the following services.

1) Pre-Retirement Service Verification (PRSV)
2) Through the CAF, the following services are provided.
   a) Processing of Pensionary Benefits
      i. Service Pension,
      ii. Family Pension,
      iii. Retirement/ Death Gratuity &
      iv. Commuted Value of Pension (CVP)
   b) Processing of Other Retirement Benefits
      i. Final Withdrawal from Andhra Pradesh General Provident Fund (APGPF)
      ii. Final Claim of Andhra Pradesh Government Life Insurance (APGLI)
      iii. Final Claim of Andhra Pradesh State Employees Group Insurance Scheme (APSEGIS) &
      iv. Final Leave Encashment.

D) ONLINE DELIVERY OF SERVICES

1) The services mentioned at Para C above shall be provided only in the online mode on NIDHI.
2) There shall be no manual processes & physical documents, excepting those relating to Service Register (SR) till further orders.
3) Online services on NIDHI shall be end to end i.e., from application to the sanction & disbursal.
4) Intimations & digitized documents shall be provided to all stakeholders on NIDHI.

E) SERVICE DELIVERY PROCESSES

1) Workflow Configuration

a) The Head of the Office (HoO) shall log into the NIDHI portal, access the 'Workflow Configuration Service' and carryout the following actions.

   i. Configure at least one person, who is assisting the HoO in establishment matters pertaining to retirement benefits, as the '1st Level Checker'. Multiple '1st Level Checkers' may also be configured if the matters related to retirement benefits are handled by different officers/sections for different categories of posts.

   ii. In the case where the HoO and Drawing and Disbursing Officer (DDO) roles are performed by the same person, configure a person that is assisting in Drawing and Disbursing activities as the "2nd Level Checker". Where the HoO and DDO roles are performed by two different persons, the DDO shall act as the "2nd Level Checker".

   iii. Configure the Sanctioning Authorities as mentioned below, for the various RBPS services, for the categories of posts in his/her office and the subordinate offices, as applicable –

      1. Where the HoO is the sanctioning authority, configure himself/herself against such categories of posts.

      2. Where another officer in the HoO's office is the sanctioning authority, configure that officer against such categories of posts.

   iv. Typically, where the HoO concerned is the sanctioning authority for the applicant in an office, such application shall move from the Applicant to the HoO upon scrutiny by the '1st Level Checker' and then the '2nd Level Checker' in that office. Where the sanctioning authority for the applicant is in a superior office, it shall be forwarded to the sanctioning authority concerned through the '1st Level Checker' in that authority's office, after processing it in the applicant's office.

b) The Director State Audit (DSA) shall log into the NIDHI portal, access the 'Workflow Configuration Service', and map all the categories of posts for which DSA is the Pension Authorizing Authority (PAA).

2) Pre-Retirement Service Verification (PRSV)

a) On the 1st week of every month, the '1st Level Checker' shall verify the auto generated list of Government employees left with two (2) years of service prior to their superannuation.

b) The '1st Level Checker' shall verify the Service Registers (SRs) of the Government employees present in the list and ensure availability of all the service particulars in the SRs concerned through the following actions.

   i. Entry of the missing service particulars, if any, if such particulars pertain to the service rendered in the present office and

ii. Forwarding the SRs to the Head of Office (HoO) concerned for entry of the missing service particulars, if such particulars pertain to the service rendered in a different office where the employee worked earlier. The HoO of that office shall ensure due entry of such missing service particulars in the SR and send it back within the time period specified in these orders.

c) Upon ensuring that the SR of the retiring Government employee is up to date in all respects, the '1st Level Checker' shall carefully enter the service particulars such as details of qualifying service, disciplinary cases, suspensions, extra-ordinary leave etc., in the PRSV Form (PRSVF), as per the Service Register (SR), & submit it to the '2nd Level Checker'.

d) The '2nd Level Checker' shall enter pay related particulars such as pay revisions, pay fixations, Annual Grade Increments, Automatic Advancement, Step-up, Step-down etc., and forward it to the HoO.

e) Where the HoO is the PSA, he/she shall validate the data of PRSVF and forward it to the PAA viz. the Accountant General, A.P. or the Director of State Audit, as the case may be.

f) Where the HoO is not the PSA, he/she shall validate the data of PRSVF and forward it to the '1st Level Checker' in the PSA's office who shall validate the data and forward it to the PSA concerned.

g) The PSA shall validate the data and forward the PRSVF to the PAA concerned.

h) The PAA shall validate the data of PRSVF and certify the same. The physical SR shall be returned to the PSA.

i) At each level, verification of the PRSVF data shall be as per the physical SR made available for scrutiny, and as per the relevant rules and executive instructions in force.

j) The PRSV process is mandatory for the employees retiring after two years from the date of issue of these orders. Until such time, the pension proposals shall be processed in NIDHI without insisting upon PRSV.

3) Initiation of Common Application Form (CAF)

a) If the employee is retiring on attaining the age of superannuation:
  i. The CAF shall be auto-generated and placed in the employee's login in NIDHI.
  ii. The employee shall verify the details, update & submit it within the prescribed timeline.

iii. If the particulars in the CAF are incorrect, then the employee shall make the change request in the Employee Self Services (ESS) module in NIDHI & upon correction of the data concerned, verify and then submit the CAF.

b) If the employee is retiring for reasons other than superannuation:
   i. Upon entry of the exit details of the employee in the NIDHI payroll system and also uploading the retirement order concerned, the CAF shall be auto generated and made available in the login of the retiring employee.
   ii. The employee shall fill the details in the CAF as required, duly upload the documents as required and submit it within the prescribed timeline.

c) In the event of death of the employee while in service:
   i. If the applicant is declared as a family member/nominee by the deceased employee while in service, he/she can initiate the CAF with Aadhaar eKYC based account creation service in NIDHI. Alternatively, family member/nominee can approach the HoO of the employee's last working station for initiation and submission of CAF.
   ii. If the applicant is not declared as a family member/nominee by the employee while in service, such applicant may approach the HoO of the employee's last working station, with the family member certificate issued by a competent authority, for initiation and submission of the CAF.

d) Conversion of Service Pension to Family Pension:
   i. If the name of the applicant is endorsed in the Pension Payment Order (PPO), he/she can initiate the application with Aadhaar eKYC based account creation service in NIDHI. Alternatively, the applicant can approach the Pension Disbursing Officer (PDO) concerned for conversion.
   ii. If the name of the applicant is not endorsed in the Pension Payment Order (PPO), then the applicant has to approach the Pension Sanctioning Authority (PSA) concerned and apply for family pension as per applicable rules.

4) Processing of Pensionary Benefits in CAF

a) Upon receiving the pension proposal created as part of CAF, the '1st Level Checker' shall enter the service particulars and details of disciplinary cases and forward the proposal to the '2nd Level Checker'.

b) The '2nd Level Checker' shall enter/update the pay particulars and recoveries, if any, in the pension proposal as per the SR and then forward it to the HoO concerned. Last Pay Certificate (LPC) shall be available as

an attachment to the pension proposal. The SR shall be physically forwarded to the HoO.

c) If the HoO is the PSA, then he/she shall accord sanction for the pension proposal after proper validation and forward the proposal to the PAA concerned.

d) If the HoO is not the PSA, he/she shall validate the data of the pension proposal received from the '2nd Level Checker' and forward it to the '1st Level Checker' in the office of the PSA concerned, who shall in turn validate the proposal and forward it to the PSA.

e) Upon validation, the PSA shall accord sanction & forward the pension proposal to the PAA concerned, who shall validate the proposal data, authorize the proposal if it is in order and return the physical SR to the PSA.

f) At each level, the pension proposal shall be as per the physical SR made available for scrutiny, and as per the relevant rules and executive instructions in force.

g) Upon authorisation by the PAA, digitally signed Pension Payment Order (PPO), Gratuity Payment Order (GPO) and Commutation Payment Order (CPO) shall be auto generated duly authorizing the drawl at the PDO mapped to the DDO where the employee last worked.

h) Digitally signed PPO, GPO & CPO shall be available on NIDHI to the retiring Government employee, 1st Level and 2nd Level Checkers, HoO, PSA, PAA, PDO & DTAO concerned for view & verification.

i) After the issue of PPO, GPO & CPO, the retired Government employee shall complete his/her biometric eKYC in person before the PDO concerned, who shall process payments as per the relevant rules and executive instructions in force.

j) The PDO concerned shall process the auto-generated bills pertaining to pensionary benefits of the pensioners, including those residing outside the State.

5) Processing of APGPF Final Withdrawal Application

a) If the applicant is an employee other than the Head of Office,
   i. Upon receiving the GPF final withdrawal application created as part of CAF, the '1st Level Checker' shall validate the details and forward it to the '2nd Level Checker'.
   ii. The '2nd Level Checker' shall forward the application to the HoO after ensuring that it is in order.
   iii. If the applicant belongs to the Last Grade Service (LGS)

      1. Upon validation, the HoO shall sanction the final withdrawal and forward the application to DTAO/PAO concerned.
      2. The DTAO/PAO shall validate the application data, authorize the application and forward it to the DDO in the applicant's office.

iv. If the applicant belongs to a category of post that is not from the Last Grade Service (LGS)
      1. Upon validation, the HoO shall sanction the final withdrawal and forward the application to AG, AP.
      2. The AG, AP shall validate the application data, authorize final withdrawal and forward the application to the DDO in the applicant's office.

v. The sanction orders/ proceedings shall be auto generated and made available on NIDHI to the applicant, 1st Level Checker, 2nd Level Checker/ DDO, HoO, DTAO/PAO and AG, A.P, as applicable.

vi. The DDO in the applicant's office shall process the auto generated bill for disbursement, expect in the case of employees on foreign service.

b) If the applicant is the Head of the Office,

i. The sanctioning authority for the HoO, in respect of Final Withdrawal shall be the HoO in the immediate superior office.

ii. Upon receiving the application, the '1st Level Checker' in the applicant's office shall validate application data, as per the rules and executive instructions in force and forward the application to the '2nd Level Checker' in the same office.

iii. The '2nd Level Checker' shall validate the application data and forward it to the '1st Level Checker' in the immediate superior office of the HoO.

iv. The '1st Level Checker' in the immediate superior office shall validate the data and forward the application to the HoO of that office.

v. The HoO of the immediate superior office shall verify the details, sanction the final withdrawal and forward the application to the AG, A.P.

vi. The AG, A.P shall validate the application and authorize the final withdrawal as per the relevant rules and executive instructions in force.

vii. The sanction orders/ proceedings shall be auto generated and made available on NIDHI to the applicant, 1st Level Checker, 2nd Level

Checker/ DDO, HoO in the immediate superior office and AG, A.P, as applicable.

viii. The DDO in the applicant's office shall process the auto generated bill for disbursement, expect in the case of employees on foreign service.

6) Processing of APGLI & APSEGIS Final Claim Applications

a) Upon receiving the APGLI & APGIS applications created as part of CAF, the DDO concerned shall validate the details and forward it to the APGLI Office.

b) Upon validation, the APGLI Office shall accord sanction and return it to the DDO.

c) The DDO concerned shall generate the Claim Sanction Order & process the auto-generated claim bill for disbursement.

7) Processing of Final Leave Encashment Application

a) If the applicant and the sanctioning authority work in the same office,
   i. Upon receiving the Final Leave Encashment application created as part of CAF, the '1st Level Checker' shall update the leave balances of Earned Leave and Half Pay Leave as per the SR of the employee and forward it to the '2nd Level Checker'.
   ii. The '2nd Level Checker' shall forward the application to the sanctioning authority concerned after validating the application data and ensuring that it is in order.
   iii. The sanctioning authority shall validate the application data and accord sanction as per the relevant rules and executives in force.

b) If the applicant and the sanctioning authority work in different offices,
   i. Upon receiving the application, the '1st Level Checker' in the applicant's office shall update the leave balances of Earned Leave and Half Pay Leave as per the SR of the employee and forward the application to the '2nd Level Checker' in the same office.
   ii. The '2nd Level Checker' shall validate the application data and forward it to the HoO, who shall validate the data and forward it to the '1st Level Checker' in the office of the sanctioning authority.
   iii. The '1st Level Checker' in the office of the sanctioning authority shall validate the data and forward the application to the sanctioning

authority.

    iv.   The sanctioning authority shall verify the details, sanction the final leave encashment, as per the relevant rules and executive instructions in force.

c) The sanction orders/ proceedings shall be auto generated and made available on NIDHI to the applicant, 1st Level Checker, 2nd Level Checker/ DDO, HoO, sanctioning authority, as applicable.

d) The DDO in the applicant's office shall process the auto generated bill for disbursement, expect in the case of employees on foreign service.

8) Processing of CAF where the employees are on Deputation/ Foreign Service

a) If the applicant is on deputation, then the CAF shall be processed on par with non-deputation employees as detailed in (2) to (7) above for the respective services.

b) If the applicant is on foreign service,

    i.   The sanctioning authority, for an employee who is on foreign service, in respect of all retirement benefits, shall be the HoD of their Parent Department.

    ii.   The applicant can access RBPS application in the NIDHI portal by logging in using CFMS ID.

    iii.   The applicant shall specify that he/she is on foreign service and also provide required details pertaining to such foreign service.

    iv.   Then the applicant shall submit the CAF, duly entering/ updating the required details, to the '1st Level Checker'/DDO, as the case may be, in the office of the HoD of his/her Parent Department.

    v.   Upon receiving the PRSVF/proposal/application, the '1st Level Checker' and the '2nd Level Checker' shall process the same as detailed at (2) to (7) above for the respective services, except that the respective auto generated bill shall be processed by the DDO in the office of HoD of the Parent Department.

    vi.   The HoD of the Parent Department shall perform the role of the Sanctioning Authority for the services, as applicable.

    vii.   With reference to pensionary benefits the pension proposal the following actions shall be carried out by the HoD

        1. If the HoD is the PSA, validate the pension proposal, accord sanction and forward it to the PAA concerned.

        2. Where Government is the PSA, validate the pension proposal

and forward the proposal to the PSA.

9) **Movement of Service Records (SR):** Till the e-Service Register (eSR) ecosystem in NIDHI is deployed & functional, the current SRs shall transit in a physical mode by registered post with acknowledgement due/hand delivery. The sender and receiver of the SR shall compulsorily acknowledge and update the receipt & delivery details in their respective logins in NIDHI. The same details shall also be maintained in a physical movement register.

10) **Correspondence among stakeholders:** All important communication pertaining to the following aspects of processing retirement benefits shall be managed through an online communication module provided in RBPS.
   a) Return of PPO, CPO and GPO in the case where any discrepancies are identified in the documents after their authorization by the PAA.
   b) Communication to stop sanction/ authorization/disbursement of pensionary benefits in the scenarios described hereunder.

Scenario	PSA	PAA	PDO
1) When the departmental / judicial proceedings get concluded while the provisional pension proposal is in process 2) When fresh departmental / judicial proceedings get instituted while the service pension proposal is in process. 3) When the retiring Government employee dies when the pension proposal is in process.	The PSA shall take one or more of the following actions, as applicable under relevant rules and executive instructions in force. a) Inform the PAA to stop authorization if the pension application is with the PAA. b) Direct the PDO to stop disbursement if the pension application is already authorized.	The PAA shall take one or more of the following actions, as applicable under relevant rules and executive instructions in force. a) Stop authorization and return the proposal upon information from PSA if the pension application is with the PAA.	The PDO shall take one or more of the following actions, as applicable under relevant rules and executive instructions in force. a) Stop disbursement of pensionary benefits upon receiving information from the PSA.

Scenario	PSA	PAA	PDO
	c) Direct the DDO concerned to initiate a new pension proposal/family pension proposal accordingly. d) Sanction the new pension proposal/ family pension proposal submitted to him/her.	b) Issue PPO / GPO / CPO on the new proposal.	b) Disburse the pensionary benefits as per new PPO / GPO / CPO.

11) **Return of Proposal/Application/PRSVF:** The proposal/application/ PRSVF shall be diligently verified at all levels and if there is any error/discrepancy, then the proposal/ application/ PRSVF may be returned to an appropriate level below by duly pointing out all the errors/discrepancies in a comprehensive manner in the first instance itself so as to not leave any scope for multiple returns.

12) **Accountability:**
   a) The officers concerned shall be accountable for timely and accurate processing of the pension proposal/application/ PRSVF without leaving any scope for improper verification and/or unwarranted delay.
   b) Interest arising due to delay (excepting the delays caused due to pending court cases) shall be recovered from the officer/s responsible.
   c) In case of any lapses in this regard appropriate action under the relevant CCA Rules shall be initiated against the concerned.
   d) In case of any excess payment, the same shall be recovered from the service/family pensioner.

13) **Roles:** The roles of the key stakeholders shall be as follows.

   Director of Treasury & Accounts (DTA)
   a) Overall supervision, monitoring and coordination of the RBPS architecture.

b) Establish RBPS Monitoring Cell to strictly enforce the SLAs.
c) Discharge of responsibilities as per G.O.Ms.No.80, Finance (Budget II. IT, FD, CFMS & Codifications) Department, dated 12-10- 2021.
d) Provide the domain expertise & logic to the software team.
e) Test-check & record the response and consistency of the software algorithm.
f) Identify impediments to implementation of RBPS, actively resolve the same & ensure compliance with the SLAs.

Retiring /Retired Employee
a) Furnishing accurate/updated details of (i) self (ii) family members (iii) nominees (iv) bank details, etc., (v) service particulars, including details of foreign service, if applicable, and clarifications as required by the Checkers/DDO/HoO.
b) Timely submission of CAF in NIDHI.
c) Reporting grievances, if any, to the DDO/HoO.
d) Onboard as pensioner before PDO with bio-metric authentication.

1st Level Checker (who is assisting the HoO in establishment matters pertaining to retirement benefits)
a) To act upon the following items of work and forwarding the same to the 2nd level checker after required validation of the data and verification of the attached supporting documents.
    i. Timely initiation of PRSV and entry of service particulars as required in the PRSVF.
    ii. Entering service particulars and details of disciplinary cases in the pension proposal.
    iii. Updating leave balances as required in the application for final leave encashment.
    iv. Processing the application for GPF final withdrawal.
b) Addressing the reported grievances in a timely manner.

2nd Level Checker (who is assisting the DDO in the drawing and disbursing functions)**/ Drawing & Disbursing Officer (DDO)**
a) To act upon the following items of work and forwarding the same to the HoO/ 1st level checker in the superior office/ APGLI office, as applicable, after required validation of the data and verification of the attached supporting documents.
    i. Entry of pay related particulars as required in the PRSVF.
    ii. Entering pay details and recoveries in pension proposal.

    iii.   Processing the application for GPF final withdrawal, final leave encashment.

    iv.   Processing of application for APGLI and APGIS final claim.

b) Verifying auto-generated LPC attached to pension proposal.

c) Ensuring availability of physical SR to the concerned for scrutiny.

d) Processing the auto generated bills for the respective benefits (Applicable only to DDOs)

e) Address the reported grievances in a timely manner.

Head of the Office (HoO)

a) Configuring the 1st Level Checker, 2nd Level Checker (if applicable) and the sanctioning authorities for the various RBPS services, for the categories of posts, in his/her office and the subordinate offices.

b) Timely processing of PRSV & validating service particulars with reference to SR.

c) Update or cause to update SRs, including details of family members/nominees.

d) Receiving, verifying, validating the pension proposal/application/PRSVF with physical SR and supporting documents uploaded and forwarding it in time to the PSA/PAA/AG, AP.

e) Sanctioning pensionary benefits, APGPF final withdrawal and final leave encashment, where applicable.

f) Ensuring recovery of all Government dues from pensionary / retirement benefits.

g) Ensuring availability of the SR to the PSA/PAA/APGLI Office concerned for scrutiny.

h) Addressing the reported grievances in a timely manner.

Pension Sanctioning Authority (PSA)

a) Timely completion of service details verification in PRSV.

b) Issue of formal retirement order in cases other than superannuation.

c) Verify and validate the pension proposals received from HoO and accord sanction for the same and forward to the PAA.

d) Ensuring recovery of all Government dues from pensionary/retirement benefits.

e) Sending SR to PAA for scrutiny along with covering letter, duly quoting CAF number of the pension proposal generated in NIDHI.

f) Receive, scrutinize, sanction/reject and forward to the PAA, the applications pertaining to conversion of Service Pension to Family Pension, where the name of the applicant is not endorsed in the PPO.

g) Addressing the reported grievances in a timely manner.

Pension Authorizing Authority (PAA)
a) Map the categories of posts for which DSA is the PAA (Applicable only to DSA).
b) Timely completion of service details verification & certification in the PRSV.
c) Validate service with SR, authorize pensionary benefits & issue PPO/GPO/CPO.
d) Ensuring that SR is returned to PSA.
e) Verify & authorize GPF Final Withdrawal for the employees other than LGS (applicable to only AG, AP).
f) Addressing the reported grievances in a timely manner.

Pension Disbursement Officer (PDO)
a) Onboarding of the pensioner through biometric eKYC.
b) Disbursing the benefits authorized in PPO, GPO, CPO, as per rules & instructions in force.
c) Implementing orders of withholding/withdrawing /cut in pension.
d) Addressing the reported grievances in a timely manner.

DTAO / PAO
a) Validating & forwarding APGPF final withdrawal of LGS employees to the DDO.
b) Addressing the reported grievances in a timely manner.

APGLI Office Concerned
a) Verify & sanction/reject APGLI &APGIS claims forwarded by DDO as per prescribed timelines.
b) Receive and resolve grievances related to APGLI and APGIS within stipulated timelines.

CEO, APCFSS
a) Design, development, deployment and maintenance of RBPS.
b) Provision of required dashboards, analytics, storage & bandwidth.
c) Timely response to change requests.

14) Timelines: The stakeholders shall strictly adhere to the timelines as detailed below:

Sl. No.	Activity / Process Step	Timelines
	1. Pre-Retirement Service Verification (PRSV)	
1.	Initiation of PRSV process by 1st Level Checker	2 years prior to the date of retirement of the employee on superannuation.
2.	Keeping the SR of the employee concerned up to date and ready for data entry into PRSVF by the 1st Level Checker.	Within 7 working days from the date of initiation of PRSVF, if the missing service particulars pertain to the current working station.
		Within 14 working days from the date of initiation of PRSVF, if the missing service particulars pertain to the stations where the employee worked earlier.
3.	Completion of data entry by 1st Level Checker in PRSVF and forwarding it to the 2nd Level Checker.	Within 14 working days from the date of initiation of PRSVF, if the SR is updated with the service particulars pertaining to the current working station.
		Within 21 working days from the date of initiation of PRSV, if the SR is updated with the service particulars pertaining to the stations where the employee worked earlier.
4.	Completion of data entry by 2nd Level Checker in PRSVF and forwarding it to the HoO concerned.	Within 7 working days from the date of receipt of PRSVF/ resubmitted PRSVF.
5.	Validation of the data by the HoO and forwarding it to the PSA/ PAA, as applicable.	Within 7 working days from the date of receipt of PRSVF/ resubmitted PRSVF.
6.	Validation of the data by the 1st Level Checker in the PSA's office and forwarding it to the PSA. (If the PSA is not in the same office where the employee works)	Within 10 working days from the date of receipt of PRSVF/ resubmitted PRSVF.

Sl. No.	Activity / Process Step	Timelines
7.	Validation of the data by the PSA and forwarding it to the PAA concerned. (If the PSA is not in the same office where the employee works)	Within 7 working days from the date of receipt of PRSVF/ resubmitted PRSVF.
8.	Validation of the data and certification of the service by the PAA concerned.	In accordance with the timelines prescribed in the Citizen's Charter of the AG, A.P.
*2. Processing of Pensionary Benefits* (Service Pension, Family Pension, Provisional Pension, Gratuity, Commutation of Pension)	
1.	Auto Generation of CAF (in case of retirement on superannuation)	5 Months before the date of retirement.
2.	Generation of CAF by the employee (in cases of retirement other than superannuation)	Upon exit of the employee in the NIDHI payroll system.
3.	Generation of CAF by the family pension beneficiary/ 1st Level Checker (in case of death of employee while in service)	Upon exit of the employee in the NIDHI payroll system.
4.	Submission of CAF by the employee / family pensioner.	Within 14 working days from the date of generation of the CAF.
5.	Validation of data, entry of service particulars and details of disciplinary cases by the 1st Level Checker and forwarding it to the 2nd Level Checker.	Within 7 working days from the date of receipt of the pension proposal / resubmitted pension proposal.
6.	Validation of data and entry of LPC and recovery details by the 2nd Level Checker and forwarding it to the HoO.	Within 7 working days from the date of receipt of the pension proposal/ resubmitted pension proposal.
7.	Validation of the data, sanction by the HoO and forwarding it to the PAA concerned (if the HoO is the PSA) or Validation of the data by the HoO and forwarding it to the 1st Level Checker in the office of the PSA. (if the HoO is not the PSA).	Within 7 working days from the date of receipt of the pension proposal / resubmitted pension proposal.

Sl. No.	Activity / Process Step	Timelines
8.	Validation of the data by the 1st Level Checker in the PSA's office and forwarding it to the PSA. (If the PSA is not in the same office where the employee works)	Within 10 working days from the date of receipt of pension proposal / resubmitted pension proposal.
9.	Validation of the data and sanction of the proposal by the PSA and forwarding it to the PAA concerned. (If the PSA is not in the same office where the employee works)	Within 7 working days from the date of receipt of the pension proposal / resubmitted pension proposal.
10.	Validation of the data and authorisation of the pension proposal by the PAA concerned.	In accordance with the timelines prescribed in the Citizen's Charter of the AG, A.P.
11.	Completion of the pensioner onboarding process through biometric eKYC at the PDO, by the retired employee.	Within 10 working days from the date of retirement or date of authorisation of the Pension Proposal, whichever is later.
12.	Generation and submission of bill for Gratuity and Commutation of Pension by the PDO.	Within 14 working days either from the date of onboarding of the pensioner at the PDO or from the date of authorisation of the pension proposal, whichever is later.
13.	Generation and submission of bill for service pension/provisional pension/family pension by the PDO.	From the month succeeding either the month of retirement or the month in which pension proposal is authorised, whichever is later, in case of service pension/ provisional pension.
		From the month succeeding either the month of death of the employee or the month in which pension proposal is authorised, whichever is later, in the case of family pension.
*3. Processing of APGPF Final Withdrawal*	
1.	Auto Generation of APGPF Final Withdrawal Application as part of CAF	5 Months before the date of retirement.

Sl. No.	Activity / Process Step	Timelines
	(in case of retirement on superannuation)	
2.	Generation of APGPF Final Withdrawal Application by the employee as part of CAF (in cases of retirement other than superannuation)	Upon exit of the employee in the NIDHI payroll system.
3.	Generation of APGPF Final Withdrawal Application by the family member/nominee/ 1st Level Checker as part of CAF. (in case of death of employee while in service)	Upon exit of the employee in the NIDHI payroll system.
4.	Submission of APGPF Final Withdrawal Application by the employee/family pensioner.	Within 14 working days from the date of generation of the APGPF Final Withdrawal Application as part of CAF.
5.	Activation of the APGPF Final Withdrawal Application submitted by the employee, in the login of the 1st Level Checker.	3 Months before the date of retirement (only in case of superannuation).
6.	Validation of application data by the 1st Level Checker and forwarding it to the 2nd Level Checker.	Within 7 working days from the date of receipt of application/ resubmitted application.
7.	Validation of application data by the 2nd Level Checker and forwarding it to the HoO/ 1st Level Checker in the immediate superior office, as applicable.	Within 7 working days from the date of receipt of application/ resubmitted application.
8.	Validation of application data by the 1st Level Checker in the immediate superior office and forwarding it to the HoO of that office.	Within 7 working days from the date of receipt of application/ resubmitted application.
9.	Validation of application data and sanction by the HoO and forwarding it to the DTAO/PAO or AG, AP, as applicable.	Within 7 working days from the date of receipt of application / resubmitted application.

Sl. No.	Activity / Process Step	Timelines
10.	Validation of application data, authorization of application by the DTAO/PAO or AG, AP, as applicable, and forwarding it to the DDO in the applicant's office.	Within 20 working days from the date of receipt of application/ resubmitted application.
11.	Generation of sanction order and processing the bill for disbursement by the DDO.	Within 7 working days from the date of authorization or within 7 working days from the date of retirement, whichever is later.
4. Processing of APGLI Final Claim Application		
1.	Auto Generation of APGLI Application as part of CAF (in case of superannuation)	5 Months before the date of retirement.
2.	Generation of APGLI Application by the employee as part of CAF (in cases other than superannuation)	Upon exit of the employee in the NIDHI payroll system.
3.	Generation of APGLI Application by the family member/nominee/ 1st Level Checker as part of CAF. (in case of death of employee while in service)	Upon exit of the employee in the NIDHI payroll system.
4.	Submission of APGLI Application by the employee/family pensioner.	Within 14 working days from the date of generation of the APGLI Application as part of CAF.
5.	Activation of the APGLI Application submitted by the employee, in the DDO's login.	On the date of retirement of the employee (only in the case of superannuation)
6.	Validation of the details by the DDO and forwarding it to the APGLI Office.	Within 7 working days from the date of receipt of the application/ resubmitted application.
7.	Validation of data, sanction of the application by APGLI Office and returning the application to the DDO.	Within 7 working days from the date of receipt of the application / resubmitted application.
8.	Generation of the Claim Sanction Order & processing the auto-generated claim bill for disbursement.	Within 7 working days from the date of sanction or within 7 working

Sl. No.	Activity / Process Step	Timelines
		days from the date of retirement, whichever is later.
5. Processing of APSEGIS Final Claim Application		
1.	Auto Generation of APSEGIS Application as part of CAF (in case of superannuation)	5 Months before the date of retirement.
2.	Generation of APSEGIS Application by the employee as part of CAF (in cases other than superannuation)	Upon exit of the employee in the NIDHI payroll system.
3.	Generation of APSEGIS Application by the family member/nominee/ 1st Level Checker as part of CAF. (in case of death of employee while in service)	Upon exit of the employee in the NIDHI payroll system.
4.	Submission of APSEGIS Application by the employee/family pensioner.	Within 14 working days from the date of generation of the APSEGIS Application as part of CAF.
5.	Activation of the APSEGIS Application submitted by the employee, in the DDO's login.	On the date of retirement of the employee (only in case of superannuation)
6.	Validation of the details by DDO and forwarding it to the APGLI Office.	Within 7 working days from the date of receipt of the application/ resubmitted application.
7.	Validation of data, sanction of the application by APGLI Office and returning the application to the DDO.	Within 10 working days from the date of receipt of the application / resubmitted application.
8.	Generation of the Claim Sanction Order & processing the auto-generated claim bill for disbursement.	Within 7 working days from the date of sanction or within 7 working days from the date of retirement, whichever is later.
6. Processing of Final Leave Encashment Application		
1.	Auto Generation of Final Leave Encashment Application as part of CAF (in case of superannuation)	5 Months before the date of retirement.
2.	Generation of Final Leave Encashment Application by the employee as part of	Upon exit of the employee in the NIDHI payroll system.

Sl. No.	Activity / Process Step	Timelines
	CAF (in cases other than superannuation)	
3.	Generation of Final Leave Encashment Application by the family pension beneficiary/nominee/ 1st Level Checker as part of CAF. (in case of death of employee while in service)	Upon exit of the employee in the NIDHI payroll system.
4.	Submission of Final Leave Encashment Application by the employee/family pensioner.	Within 14 working days from the date of generation of the Final Leave Encashment Application as part of CAF.
5.	Activation of the Final Leave Encashment Application submitted by the employee, in the login of the 1st Level Checker.	On the date of retirement of the employee (only in case of superannuation)
6.	Validation of data by the 1st Level Checker and forwarding it to the 2nd Level Checker.	Within 7 working days from the date of receipt of the application / resubmitted application.
7.	Validation of data by the 2nd Level Checker and forwarding the application to the sanctioning authority in that office/ 1st Level Checker in the office of the sanctioning authority if such authority works in a different office.	Within 7 working days from the date of receipt of the application / resubmitted application.
8.	Validation of data by the 1st Level Checker in the office of the sanctioning authority and forwarding it to the sanctioning authority.	Within 10 working days from the date of receipt of the application / resubmitted application
9.	Validation and sanction by the sanctioning authority and forwarding it to the DDO in the applicant's office.	Within 7 working days from the date of receipt of the application / resubmitted application.
10.	Generation of the Sanction Order & processing the bill for disbursement by the DDO in the applicant's office.	Within 7 working days from the date of sanction.
7. Miscellaneous		

Sl. No.	Activity / Process Step	Timelines
1.	Resubmission of returned PRSVF/pension proposal / application at all levels.	Within 7 working days from the date of receipt of returned PRSVF/ pension proposal / application.
2.	Forwarding of physical SR to another office for reference.	Within 2 working days from the date of forwarding the PRSVF/ pension proposal / application online to another office.

15) **Monitoring & Grievance Redressal Cell**
   a) DTA to designate a person in each DTAO & DTA Office as Nodal Officer for monitoring all activities related to RPBS, & receipt & disposal of grievances.
   b) Name, address, mobile number & email-id of Nodal Officers to be placed by DTA in NIDHI & Finance Department portal, within 7 days of issue of this order.
   c) Nodal Officers to receive & redress the grievances in 14 days.
   d) Cases not resolved by Nodal Officers within stipulated timeline to be escalated to the next level for resolution.
   e) Nodal Officers to submit monthly status reports in the 1st week of every month & DTA to submit the consolidated report to Government in the 2nd week of every month.

16) **Special Cases**: In respect of special cases if any, including retirement/death prior to 1-04-2018, the HoO/DDO shall make all necessary entries manually in the service format provided, & submit to PSA for online processing on par with regular cases.

17) **Onset:** From the date of issue of these orders, with the exception of the PRSV, all proposals/applications to be processed only in RBPS, including provisional pension & revision cases. Pension applications, already in process as on the date of this order, shall be settled through the existing off-line process.

18) **Compliance:** All stakeholders shall adhere to the timelines mentioned in this order. Failure in this regard shall invite appropriate disciplinary action.

19) **Security:** In order to ensure data security & process integrity, all transactions under the RBPS shall be made through Aadhar based eKYC preferably with biometric authentication.

7. The Accountant General, Andhra Pradesh, Director of State Audit, Director of Treasuries & Accounts, Pay & Accounts Officer, Director, APGLI, CEO, APCFSS, all Secretaries to Government & all Heads of Department, shall take the required action to ensure a seamless transition from the current manual system to the online processing system.

8. The process and procedure pertaining to the processing of retirement benefits that are governed by the All India Services (Death-Cum-Retirement Benefits) Rules, 1958 shall be communicated through separate orders.

9. A separate order shall be issued regarding the processing of retirement benefits of employees governed under the Contributory Pension System (CPS).

10. The user manual & online resources are available at *nidhi.apcfss.in*.

11. A copy of this order is available at *http://goir.ap.gov.in//*

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

PEEYUSH KUMAR
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Accountant General, Andhra Pradesh, Vijayawada
The Director of Treasuries & Accounts, Mangalagiri, A.P.
The Pay & Accounts Officer, Mangalagiri, A.P.
The Director of State Audit, Mangalagiri,A.P.
The Director of Insurance, Mangalagiri,A.P.
The CEO, APCFSS, Mangalagiri,A.P.
All Special Chief Secretaries/Principal Secretaries/Secretaries to Government.
All the Departments of Secretariat.
The Registrar General, High Court of Andhra Pradesh, Nelapadu, Guntur district.
The Resident Commissioner of A.P Bhawan, New Delhi.
All the Heads of Departments.
All District Collectors.
All District Judges of Andhra Pradesh.
Copy to:

The Chief Secretary to the Government of Andhra Pradesh.
The Principal Secretary to Governor, Andhra Pradesh, Vijayawada.
The Principal Secretary to the Chief Minister and Private Secretaries to all Ministers.
The Secretary, Andhra Pradesh Public Service Commission, Vijayawada.
All the District Treasury Officers (with copies for Sub-Treasury Officers).
The Chairman and Managing Director of Andhra Pradesh GENCO/TRANSCO
All District Educational Officers.
All the District Development Officer, Zilla Praja Parishads.
All District Panchayat Officers.
All Principals of Junior and Degree Colleges of Andhra Pradesh.
All Mandal Development Officers.
All Secretaries of Zilla Grandhalaya Samsthas through Director of Public Libraries, Vijayawada.
All Secretaries of Agricultural Market Committees through the Commissioner and Director of Marketing, A.P.,
All Commissioners/ Special Officers of Municipal Corporations & Municipalities.
The Commissioner Printing, Stationery and stores purchase, Mutyalampadu Andhra Pradesh (with a request to notify in the A.P., Gazette)
The General Administration (Cabinet) Department.
The General Administration (SW) Department
The Finance (BG) Department.
The Registrars of all the Universities in Andhra Pradesh
All Recognized Pensioners Associations.

//FORWARDED::BY ORDER//

SECTION OFFICER